eVRS Series Recording System
Operating Instructions

Hangzhou Vcard Technology Co., Ltd.

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Date :2013-01-01

Version: V10.0

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Chapter 1 Introduction

Vicat new generation of eVRS series embedded recording equipment, easy to install, direct access to network line. Users can realize the telephone records management on agent via LAN or Internet.

The eVRS adopt structural design of industrial-grade chassis, the industry-standard 19-inch shelves chassis, with a rugged and compact structure and simple and beautiful shape. With low-power chipset, the system is reliable and doesn't need fan cooling. Built-in embedded operating system can run independently, with a good anti-virus, anti-jamming capability.

eVRS adopt the industry's more advanced technology and hardware, such as embedded operating system based on Linux 2.6 kernel, the Power PC architecture CPU and DSP processing chip, achieve recording data sampling and quantifying, the 64-channel processing capability. eVRS configure 80G ~ 320G SATA interface recording hard disk, a large recording capacity of up to 5,000 to 22,400 hours can be realized. It overcomes the shortcoming of recording or PC's instability of the traditional PC-class recording system in the case of more lines. eVRS can realize 0 to 64-way telephone recording.

1.1 The product functions

1. An independent system:

   Adopt Linux 2.6 kernel embedded operating system, able to realize 7 * 24 hours recording without a computer.

2. Support lines:

   Ordinary analog telephone lines;

   Digital trunk line (SS7 \ ISDN \ SS1 \ LINESIDE \ CAS extension), while supporting the E1 \ T1;

   VOIP lines;

3. Voice channels:

   Support 8, 16, 32, 64 ordinary analog telephone lines recording simultaneously

Support 30, 60, 120 digital trunk lines recording simultaneously

Support 8,16,32,64 VOIP lines recording simultaneously

4. Speech coding:

CCITT A/u law	64Kbps
IMA ADPCM	32Kbps

5. The recording start:

Flexible ways of recording start, with three startup modes of a voltage control, keying, the voice control.

6. The recording settings:

Recording start time can be set flexibly, whether a period of time or 7 * 24 hours recording

7. The automatic recording:

Without manual operation, the system will automatically open the recording, finish the recording at any time

8. Recording protection:

Embedded systems, stand-alone operation, to achieve a high level of anti-virus, anti-jamming capability, audio file storage and efficient protective effect.

9. Automatic gain:

The system has an automatic gain function, able to automatically adjust the volume of both caller and receiver in case of low sound.

10. Automatically cleared:

When the system hard disk is full, the system will automatically clear the first recording of information to ensure that the system can run continuously all year round.

11. Call Query:

Inquire about the related Caller ID, outgoing calls, missed calls, the recording time, recording time, recording channel number and other information.

12. Traffic analysis:

All kinds of call information classification, analysis and processing.

*** before ordering must request**

(1)The microphone recording: eVRS embedded speech equipment support microphone recording,

does not support the microphone insert recording.

(2)The power: support dc 48v power supply.

1.2 The product features

1. An industrial-grade chassis design:

Industry-standard 19-inch shelves chassis, rugged, compact, lightweight, simple and convenient mobility and installation.

2. Embedded operating system:

Embedded operating system, Linux 2.6 kernel provides the optimal tasking, the most secure file system, the most reliable system stability.

3. Professional embedded hardware:

Low-power embedded PowerPC architecture CPU, the highest frequency up to 667MHz.

4. DSP technology:

Based on the TMS320C64x + core professional voice processing DSP, processing capacity f/3.5-5.6G MIPS.

5. Low power consumption:

As a result of the low-power embedded design, the whole power is less than 15W, able to ensure continuous and stable operation even without external cooling.

6. Recording capacity:

Configuration of 80G to 320G SATA interface recording hard disk, a large recording capacity of up to 5,000 to 22,400 hours can be achieved.

7. The operating system curing design:

The operating system and the major functional modules are fixed in the FLASH.

8. The monitoring system:

Built-in watchdog circuit on the system running the daemon and monitor, system abnormalities can be automatically reset.

Chapter 2 Hardware and software environment requirements

eVRS series embedded recording device (hereinafter referred to this device or system) adopts B / S architecture design. The user can operate the management, setting and query of the device through the IE browser.

eVRS series embedded recording equipment can operate independently, no requirement for an external device collaboration. As long as the user needs to access the device data, simply open the web browser, any device within the same network on the PC can access the device.

eVRS series embedded recording equipment supports access to device data via all kinds of mainstream browsers, such as: Microsoft IE 7.0 and later version, 360 secure browser, Google Chrome browser, Window of the World, Maxthon browser, etc.. However, in order to get a better user experience and more stable operating effects, we strongly recommend that you use Microsoft Internet Explorer 7.0 or later version to access this device, with the screen resolution not less than 1024 * 768.

In order to play the recording file, the PC access to this equipment must be equipped with sound card and the Windows Media Player 10.0.

Chapter 3 Introduction of the main interface

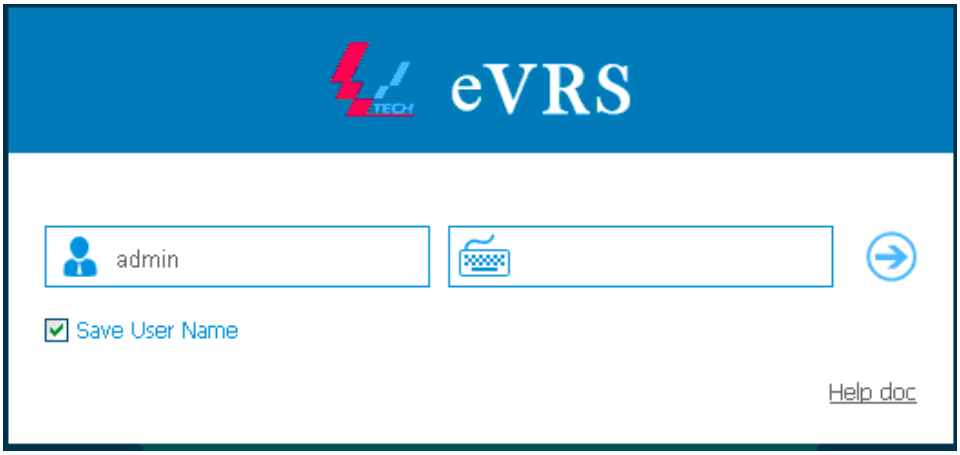
3.1 Login interface

In order to ensure data security, recording system has strict rights management. Any data will not be accessed before the system authentication.

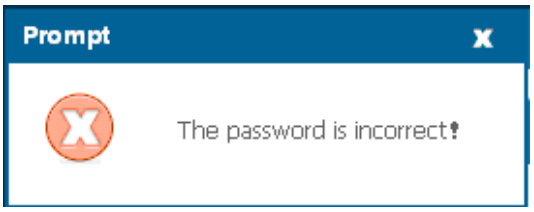
Open a browser on a PC, input address Http :/ / xxx.xxx.xxx.xxx (xxx.xxx.xxx.xxx is the assigned IP address of this equipment)

, Press [Enter] to enter the system login screen.

Into the login screen, the system requires you to enter a user name and password. System user name: ***admin*** Password: ***123456***



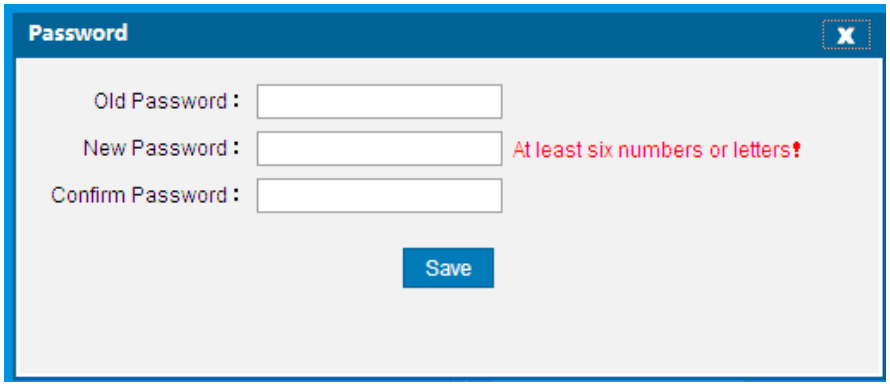
Error message:



3.2 Password change

Login after the success of the modified code are as follows:

click [Change Password]. The password of the currently logged on user can be modified.



3.3 Interface introduction figure

The main interface is divided into three parts, navigation menu bar on the left, shortcut menu bar in the middle, running information on the right.

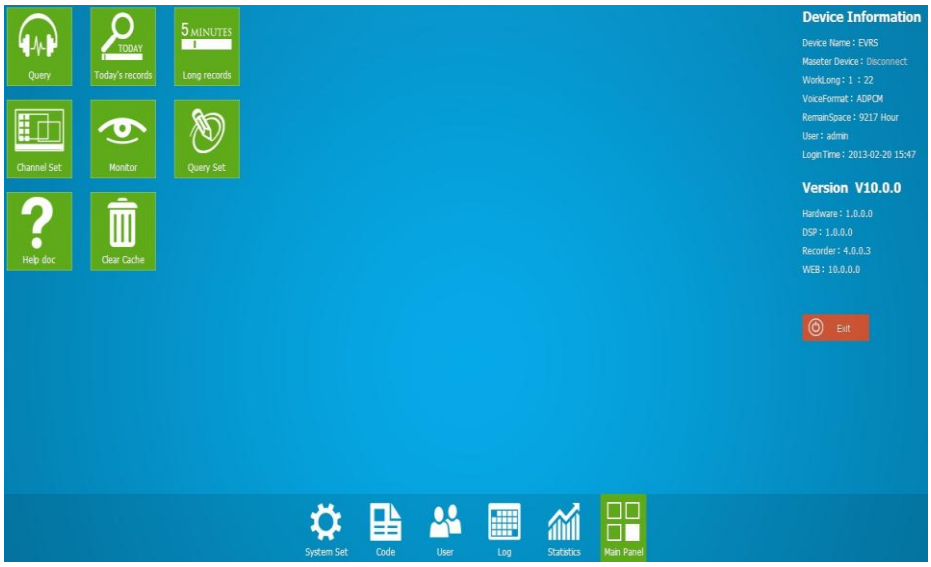


Figure Navigation menu bar

Figure Shortcut menu bar

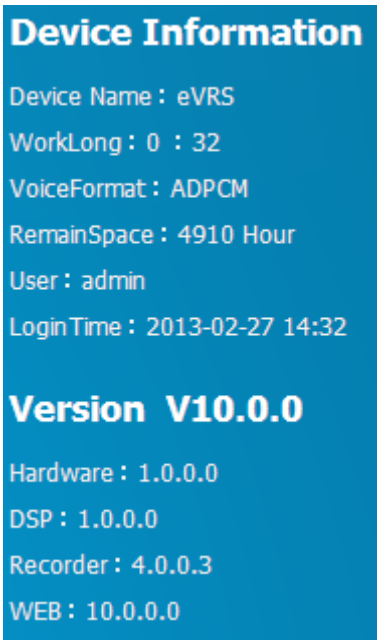


Figure Running information

3.3.1 Navigation menu bar

The navigation menu bar will lead you to perform various operations.

1. System settings (to set global parameters, recording filter, Restore, Config DSP IP,Config IP, advanced settings)

Figure system settings

2. Number Management (Free recorded / white list management)

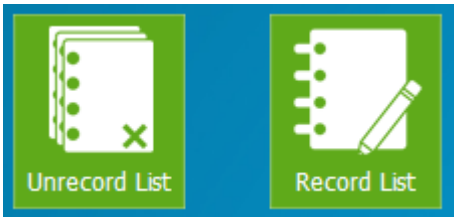


Figure Number management (ICANN)

3. User management (user management, permissions, modification of password)

Figure User management

4. Log management (check operation log, recording check listen to log, equipment startup log, background log).

Figure Log management

5. Traffic statistics (check traffic statistics: list, chart)

Figure Traffic statistics

3.3.2 Shortcut menu bar

The rapid operate system of mainly convenient customer, includes recording to check to listen to, record on that day, Be grown up to 5 minutes, passage to manage, passage supervision, distribute type management and distribute type the recording check to listen to, help text file, clearance slowly save etc. function.

※【search constitution 】, the color distinction searches function.

Establish essential condition:Search number(local number, the other party number), the search has the initiative class(row preface), color(color);

The constitution can choose a condition:Search a condition(section), color meaning(remarks).

Each number essential condition:(Local number, the other party number)establish to change a color, can choose a condition section.

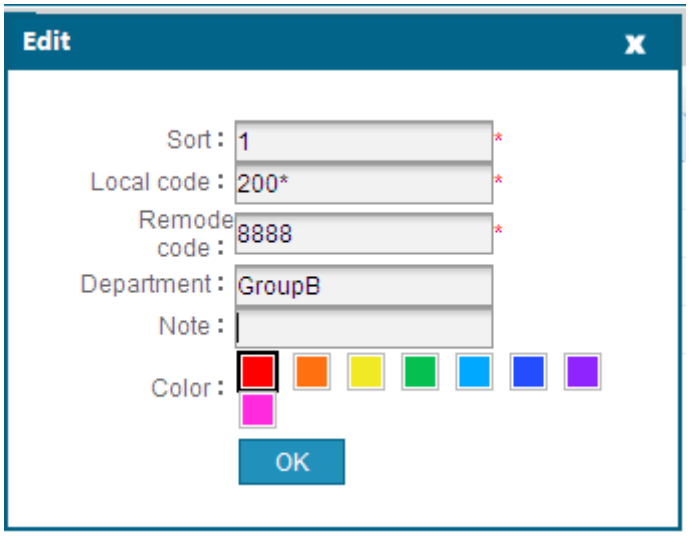
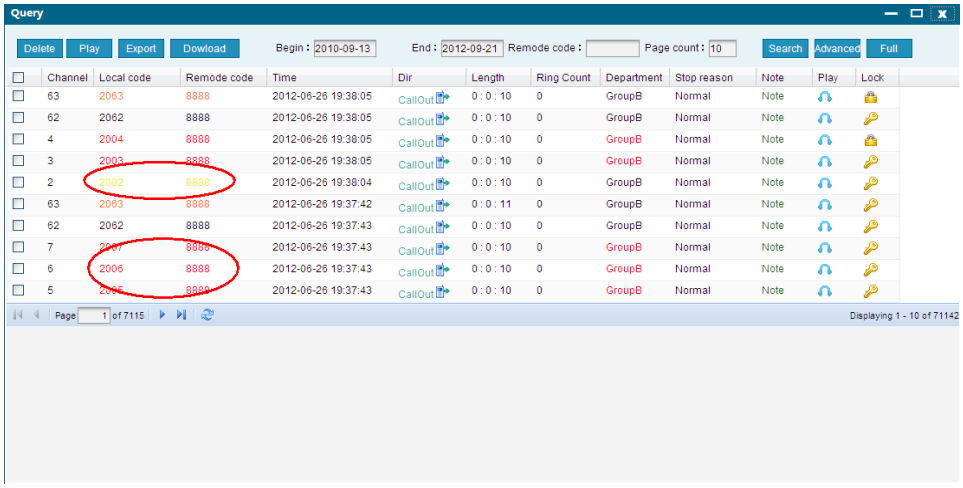
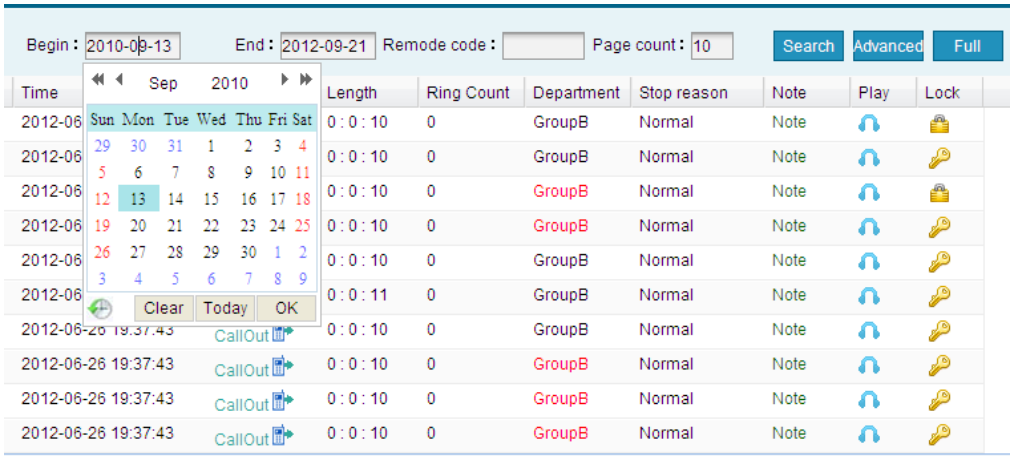


Figure Shortcut menu bar



Notice:Choose the scope in time while searching, the news is false while avoiding a search.



【help text file 】, appear to operate the text file download interface, the IP scans tool use

BE:When the IP address of equipments forgets, can check the IP address of finding out the equipments according to this small tool.Open tool, then the equipment to restart it, the tool will scan an IP address hint.Need to be noticed here, the net of the equipments pass the address must establish to just go very much.Otherwise the IP address scanning doesn't arrive.

【clearance slowly save 】:Clear slowly saving of WEB.

Lord front-panel column

3.3.3 Running information

Used for showing equipments information and edition information:

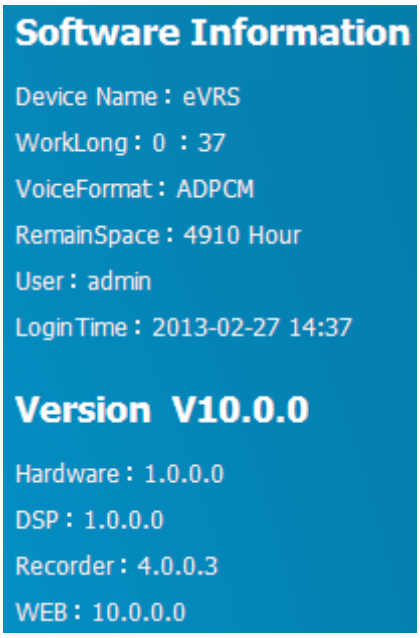
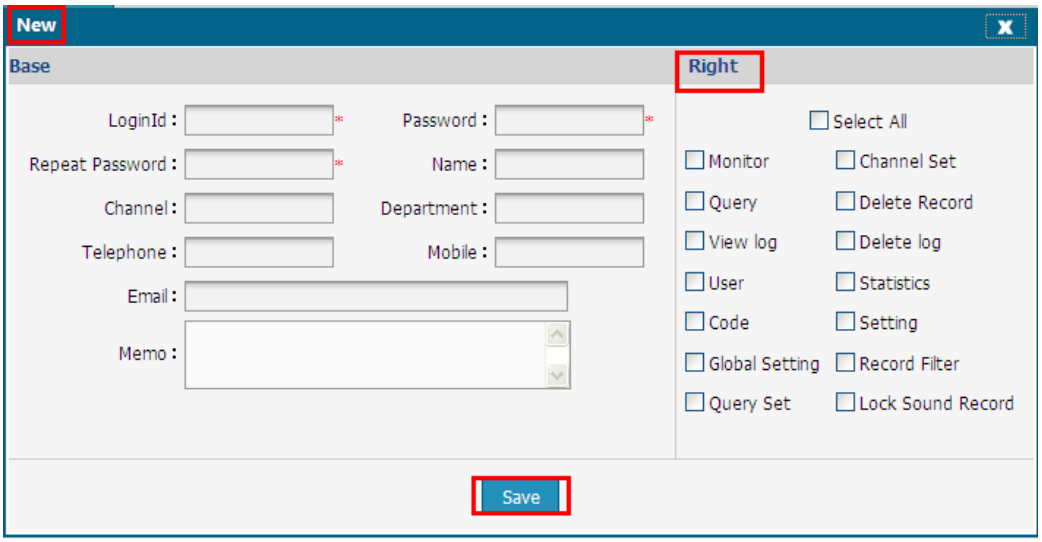


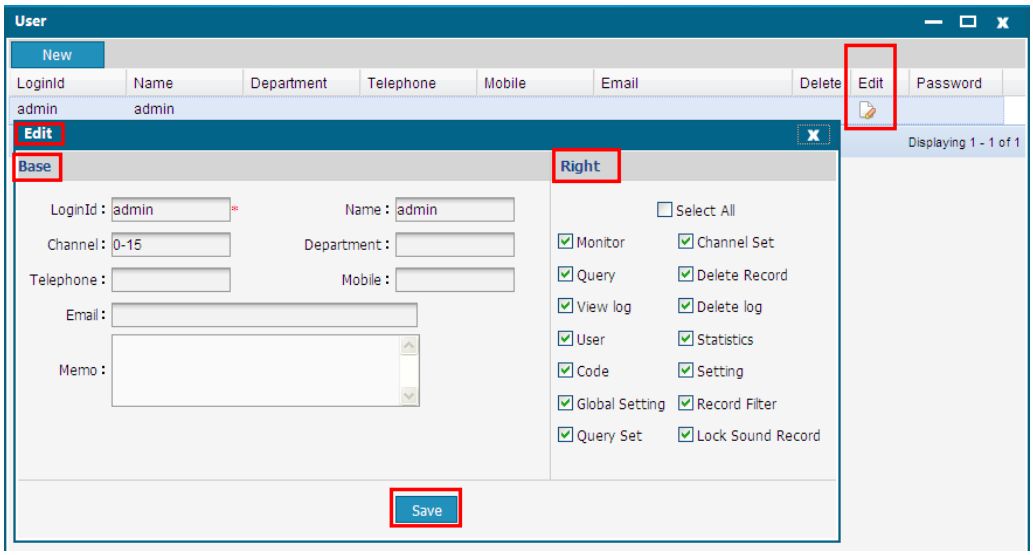
Figure Device information

3.4 The legal power establishes

Log on system to need to establish the legal power of dissimilarity according to the different customer, the customer's legal power at 【 】of 【add a customer 】in carry on a constitution, is shown as diagram below:



Modify customer's legal power, order a diagram mark , flick 【openedit 】descend diagram interface, managing person can at correspond of modify other customers in the information frame of 【basic information 】.

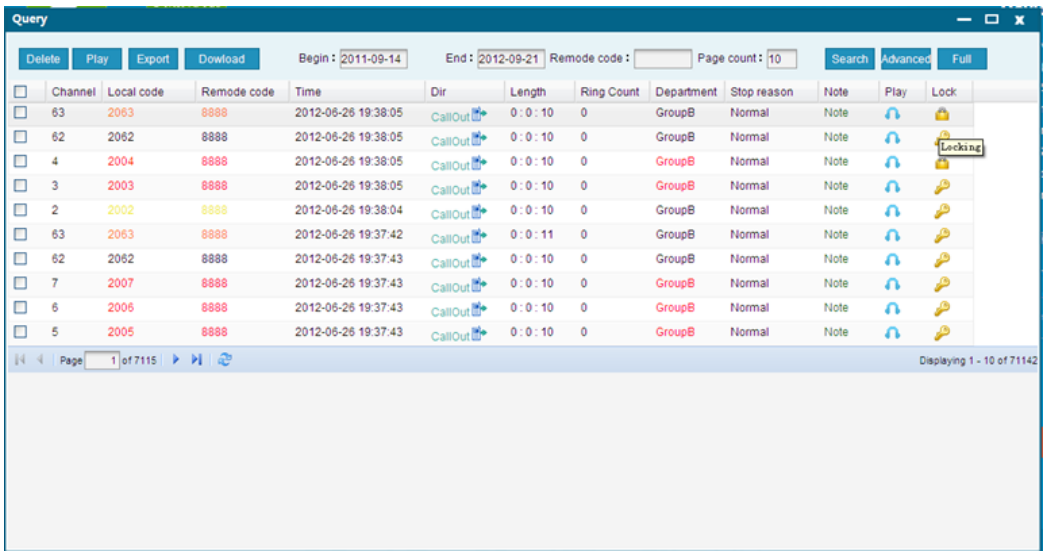


Chapter 4 Recording Query

4.1 Introduction of recording interface

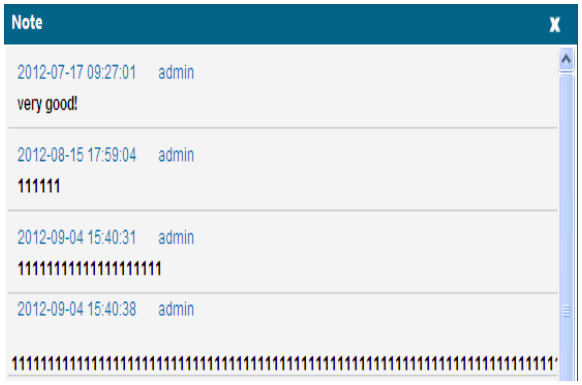
Recording query is commonly used module of this system, in which you may inquire about, check and listen to, record the sound recordings, excel export, download audio files, delete recordings and other operations. Introduction to recording Query Interface

Recording query interface is divided into four main functional areas from top to bottom:

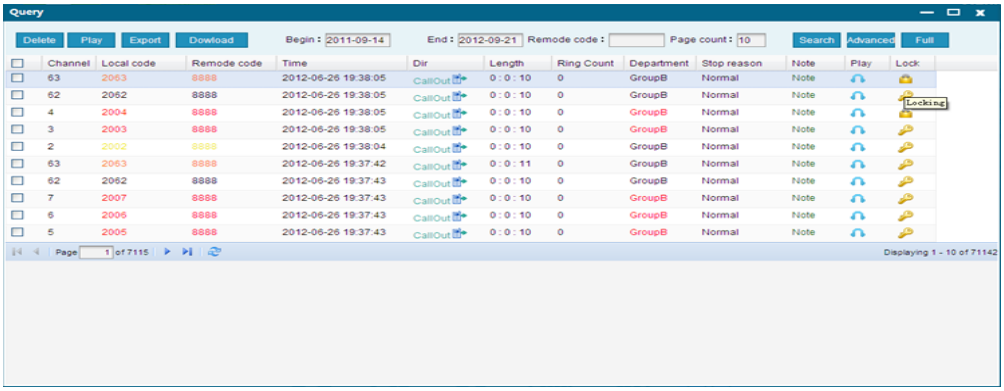


※Remarks function:Is converse to this to carry on comment on or remarks other informations, add to correspond commentary in the white frame, finally order 【keep 】.

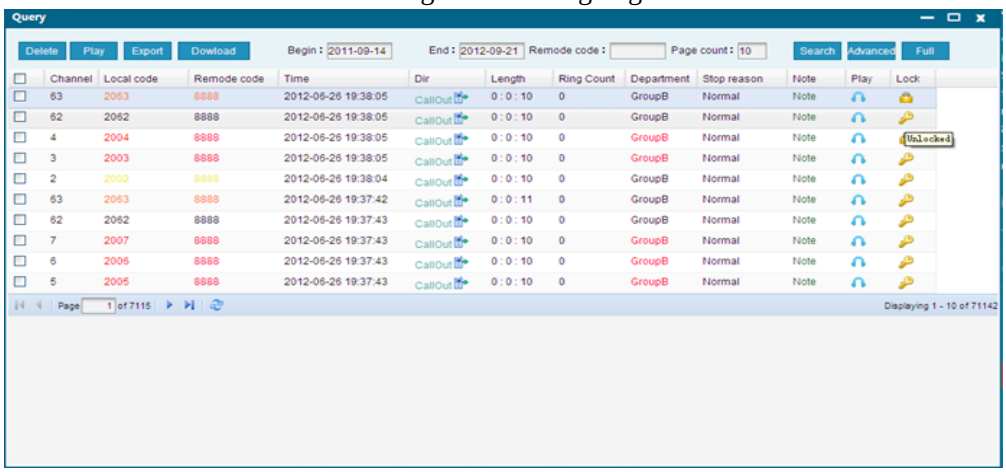
When the mouse orders the record of 【remarks 】 , then can see a bottom like interface:



※Target function:The important recording records and avoids the deletion that other staff members have no intention of, the managing person will target some recording records, be change into , this recording record will can not be deleted.Need after the solution of managing person lock, the diagram marks from change into , the square can delete the recording's record.



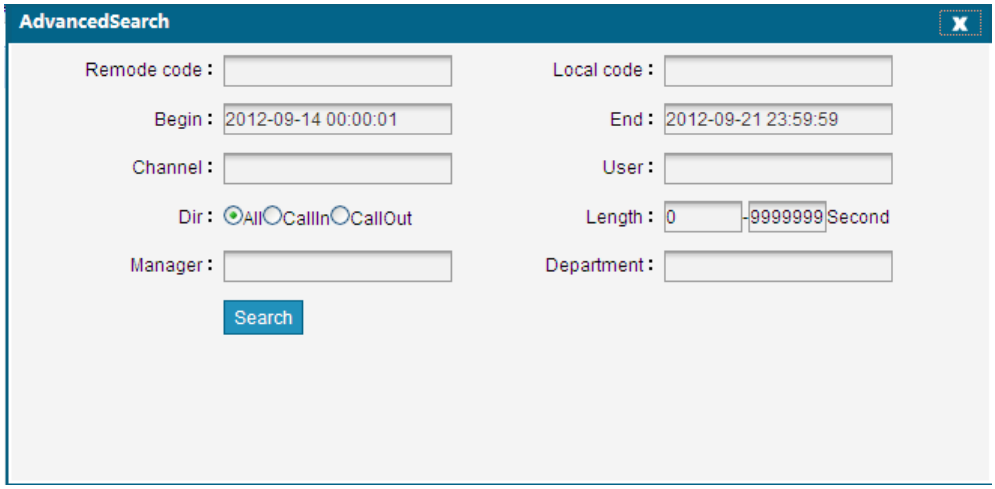
The diagram recording targets



The diagram recording didn't target

4.1.1 Recording condition set area

Allow users to enter a query log filter. The system default displays recording files from a week ago to the current time. If you want more complex queries, click on [Advanced], the following interface will be popped up



The settings mentioned will be shown in details in the following introduction of [sound recordings display area]

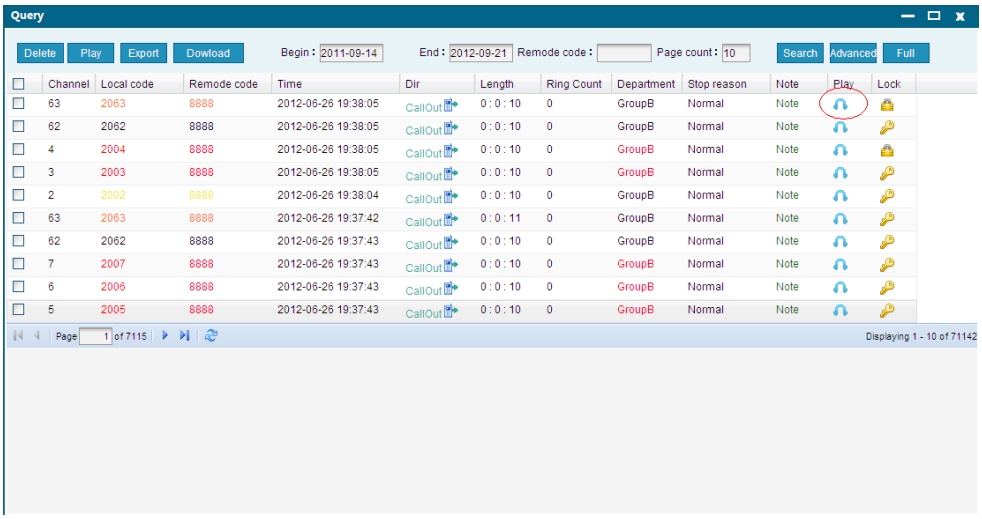
4.1.2 Audio file play area

Here the system loads the Windows Media Player 10.0 control of the IE PC. If it is blank, it shows that this PC will download and install the Windows Media Player 10.0 control.

The user wants to play sound recordings, simply click the back button of the corresponding sound recordings , and playback controls will automatically start playing. Due to different PC systems and settings, it may not start playing if you click the button . The play button of the playback controls changes from to , which requires you to click the control button , then you can hear the audio file.

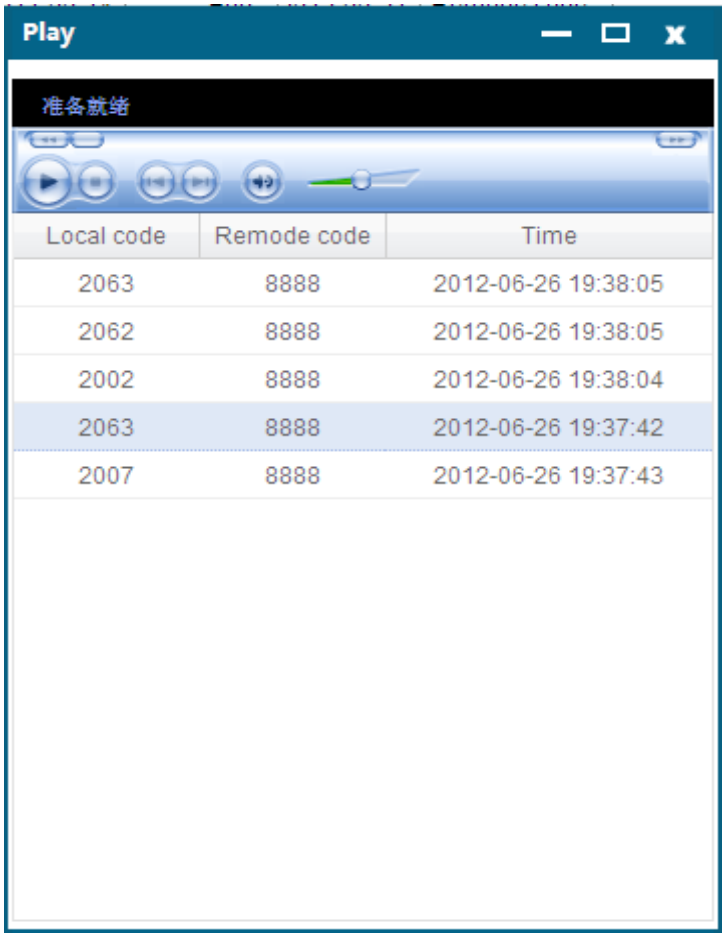
Sound recording display and operation region

The region will show in detail all the information of each sound recording.



*Broadcast a list

The eVRS built-in recording equipments adds the function that the recording broadcasts a list in the edition of V5.0, all recordings that checked to once listen to are recording in this list, the convenience search has already checked to once listen to of recordings record.



4.1.3 Sound recording deletion, export and audio file download operation

Before deleting the recording, exporting Excel, downloading audio files, the user must first select the corresponding record.

Delete the recording

This operation will delete the corresponding data records and recording documents, which can not be restored.

Export Excel

Download the selected sound recordings in the form of Excel files.

Download Recording Files

Compress the selected recordings into a RAR file. Owing to file compression in the background, there may be a delay according to the number of the download. Please be patient.

4.1.4 recording records show column eyes to introduce

Passage:

Express this recording record is from the equipments of which physical port up be recorded.

Local number:

The local number is used to marking be recorded sound the telephone number of telephone, the convenience is recording sound a search to carry on checking to seek.

The other party number:

The other party number is used for the other party number that shows to be recorded sound that to talk on the phone.

Time:

Is a customer to complete at this time converse hang machine of time, draw from system time of equipments inner part, customer at[system constitution]in adjust equipments of system time.

Direction:

The converse direction column is used for show to be recorded sound of that talks on the phone of call sign direction, beat into or tee off.

Grow while recording sound:

For[press to control]the recording of mode creation, recording long mean drive record sound taking off of words machine's machine to the time length that hangs machine.

For[the key control]mode creation of recording, recording long mean a customer to finish pressing

the last[recording start key]to finish pressing the last[recording stop key]grow for this period of time.

For[voice control]mode creation of recording, recording long mean that the system examination has a beginning to record sound have no the voice stop growing for taped this period of time.

For don't take off the recording record(mainly is a call don't answer the phone) of machine, here will show 0:0:0.

Flap bell number of times:

Telephone bell record shouts that the fashionable telephone is starting the first bell arriving a customer to take off machine for this period of time, number of times.

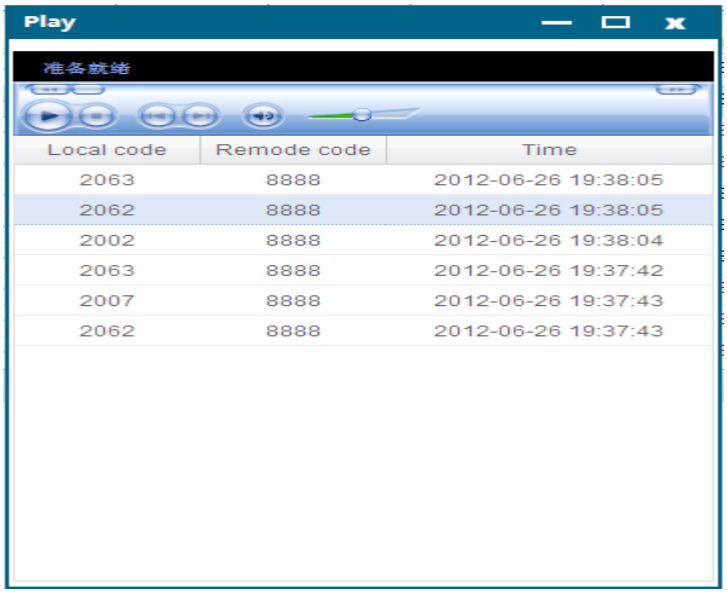
To the telephone for exhaling, here is always 0.

End reason:

Talk to comment on other matters, proposal or note.

Broadcast:

Click the button can broadcast a rightness should record sound the speech document of record, all recordings documents for once broadcasting will show at this list in, the list appears spooler along with the increment of the recording record, convenience's looking into has been already checked to listen to of recordings record.



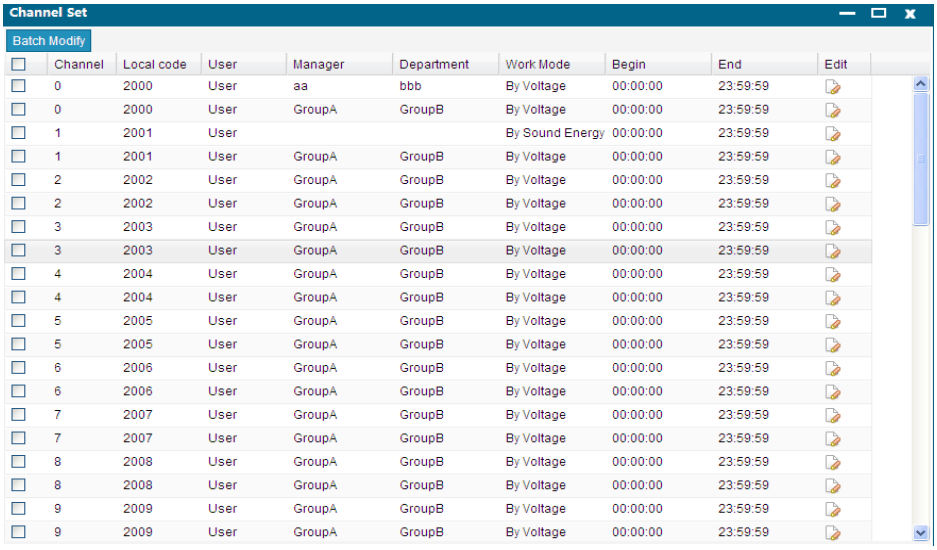
Target:

The important recording records and avoids the deletion that other staff members have no

intention of, the managing person will target some recording records, be change into , this recording record will can not be deleted.Need after the solution of managing person lock, the diagram marks from change into , the square can delete the recording's record.

Chapter 5 Channel setting

5.1 Channel list



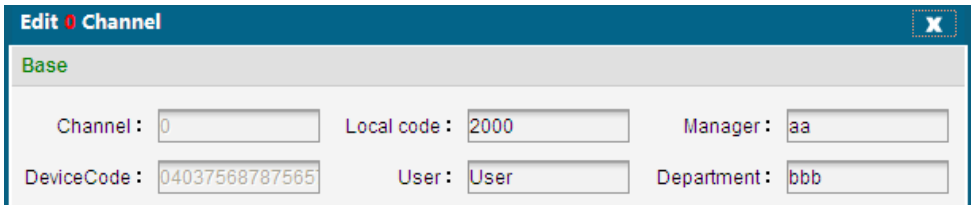
Channel	Local code	User	Manager	Department	Work Mode	Begin	End	Edit
0	2000	User	aa	bbb	By Voltage	00:00:00	23:59:59	
0	2000	User	GroupA	GroupB	By Voltage	00:00:00	23:59:59	
1	2001	User			By Sound Energy	00:00:00	23:59:59	
1	2001	User	GroupA	GroupB	By Voltage	00:00:00	23:59:59	
2	2002	User	GroupA	GroupB	By Voltage	00:00:00	23:59:59	
2	2002	User	GroupA	GroupB	By Voltage	00:00:00	23:59:59	
3	2003	User	GroupA	GroupB	By Voltage	00:00:00	23:59:59	
3	2003	User	GroupA	GroupB	By Voltage	00:00:00	23:59:59	
4	2004	User	GroupA	GroupB	By Voltage	00:00:00	23:59:59	
4	2004	User	GroupA	GroupB	By Voltage	00:00:00	23:59:59	
5	2005	User	GroupA	GroupB	By Voltage	00:00:00	23:59:59	
5	2005	User	GroupA	GroupB	By Voltage	00:00:00	23:59:59	
6	2006	User	GroupA	GroupB	By Voltage	00:00:00	23:59:59	
6	2006	User	GroupA	GroupB	By Voltage	00:00:00	23:59:59	
7	2007	User	GroupA	GroupB	By Voltage	00:00:00	23:59:59	
7	2007	User	GroupA	GroupB	By Voltage	00:00:00	23:59:59	
8	2008	User	GroupA	GroupB	By Voltage	00:00:00	23:59:59	
8	2008	User	GroupA	GroupB	By Voltage	00:00:00	23:59:59	
9	2009	User	GroupA	GroupB	By Voltage	00:00:00	23:59:59	
9	2009	User	GroupA	GroupB	By Voltage	00:00:00	23:59:59	

In the channel list, you can choose [batch edit channel] to set the same property for multiple channels.

Or click [ ] to set up a single channel.

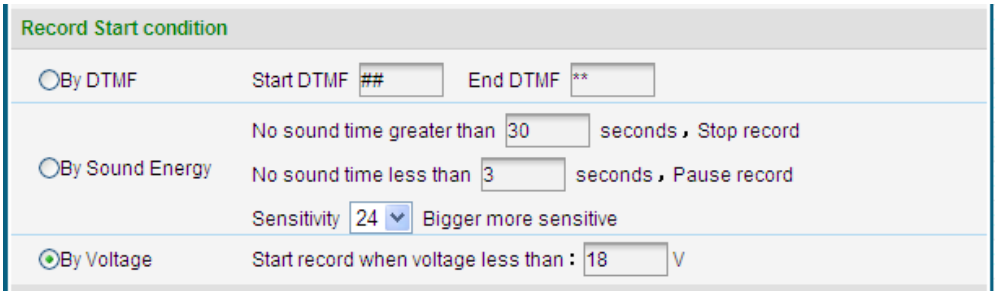
Channel property setting can be divided into four parts: channel basic information, ways of recording start, recording logging processing, and other parameters.

5.2 Channel basic information



You can set the user name, local number (this setting will be invalid for digital trunk access), departments, and the higher authorities. The channels and device numbers are forbidden to modify by users.

5.3 Ways of recording start



The system provides three recording starts: the voltage-controlled, voice, DTMF control. [Voltage-controlled] in most of the occasions of analog telephone lines; when recording audio line of no voltage, you can use the [voice]; when users of recording phones require the autonomy to decide whether to be recorded according to the contents of the calls, use [the DTMF control].

Parameter settings of voltage-controlled manner

The only parameter of the voltage-controlled manner is [hook judgment voltage] when line voltage is lower than this, the system will believe that the phone is off hook and start recording, vice versa, stop recording. The system's default value is 18V, suitable for most lines. But when this voltage can not adapt to line conditions, use the following steps to determine the [hook judgment voltage].

1. Open the system main interface.

2. Hang up the corresponding channel phone, wait a while (5 seconds). Until the values in [line voltage column] become stable, record this value as V1.

3. Hook the corresponding channel phone (some phones have high line voltage in the case of hands-free, it is recommended using hands-free hook. If the voltage of handle offhook is lower, please use the handle offhook), wait a few minutes (5 seconds). Until the values in [line voltage column] become stable, record this value as V2.

4. Calculate hook judgment voltage according to the formula [hook judgment voltage] = (V1

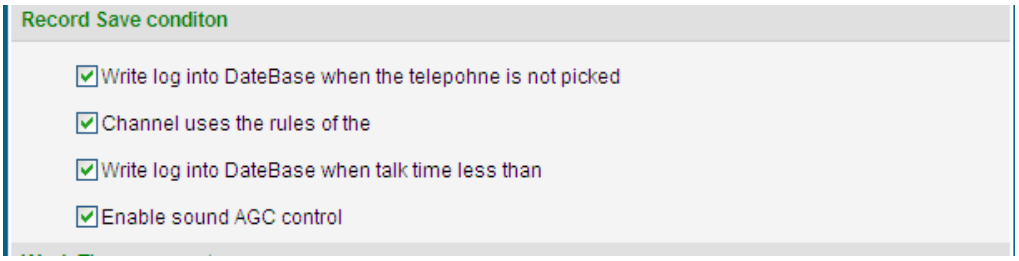
+ V2) / 2.

5.Back to the interface, modify [the hook judgment voltage]. If all lines are basically the same, you can select [Batch Edit Channel].

Voice control mode parameter set

DTMF control mode parameter set

5.4 Sound recording processing



(1) Whether to record the missed incoming calls of users in the database

(2) Whether this channel selects [Black White List] in [System Settings], to determine the need of recording of [the other number].

(3) When a call is short, shorter than [shortest recording length] the system set, whether to write this record to the database. When this happens, no matter set Yes or No, the system will not generate recording files.

Recording parameter settings

Recording time setting

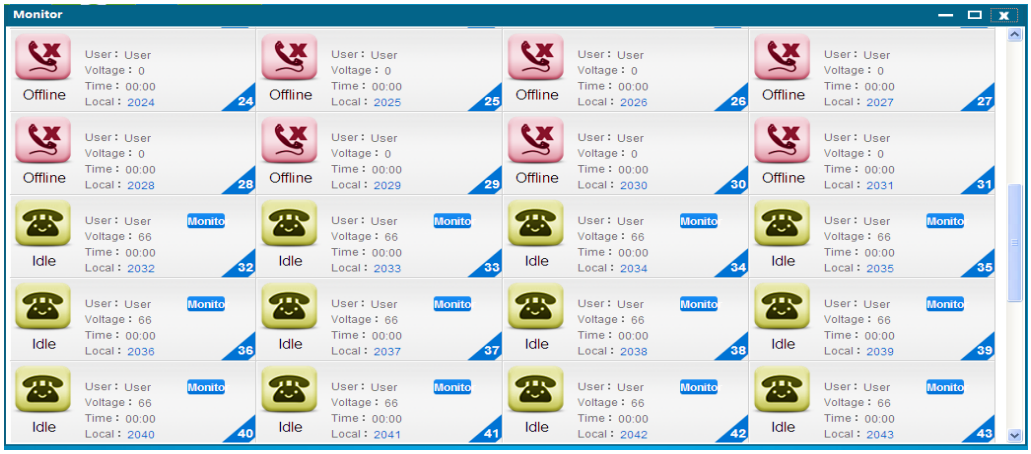
Work time can be set to the corresponding channel. During non-working period, this channel will not record any information.

Recording volume gains automatically

If you turn on the recording, the volume automatically gains, the system will automatically adjust the recording volume in real time according to the volume on the line.

5.5 Channel monitoring

Monitor the status information of the telephone channel

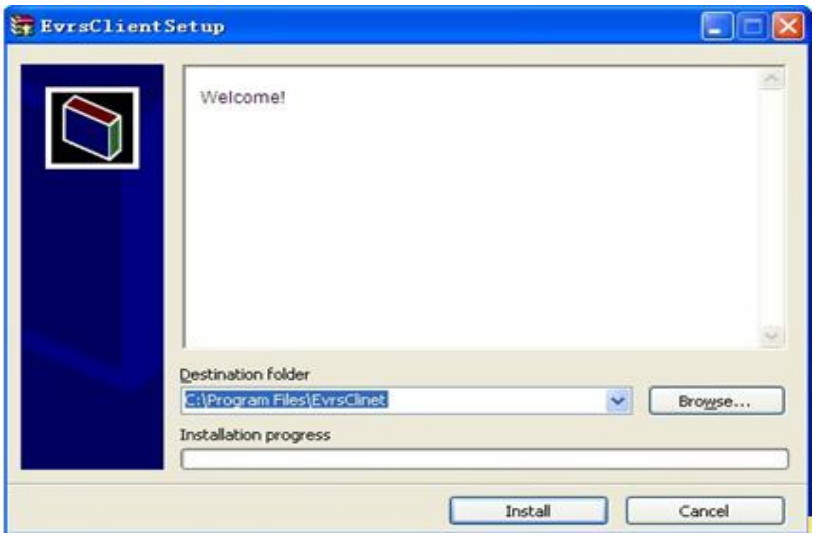


※Wiretap function:Point at the recording of can hear recording effect at the same time.Customer's carrying is installed as follows:

1. arrive first medium download Monitor Client the customer carry software.

2. relieve stress the document,

3.double click the evrsClient 1.0. exes, appear the following interface, order 【Install 】carry on gearing.

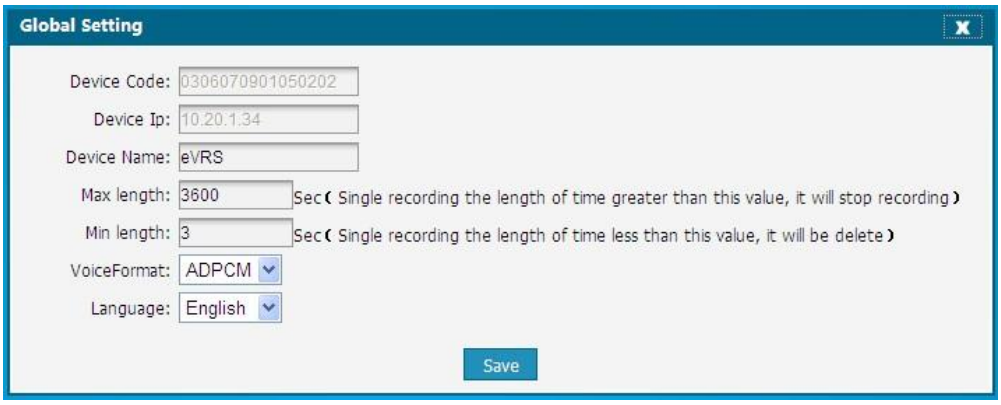


4.after installing, the right bottom Cape of table's top appears diagram mark, can carry on a recording and monitor at this time.

Chapter 6 System Setting

6.1 Global parameters

Set the system global parameters:



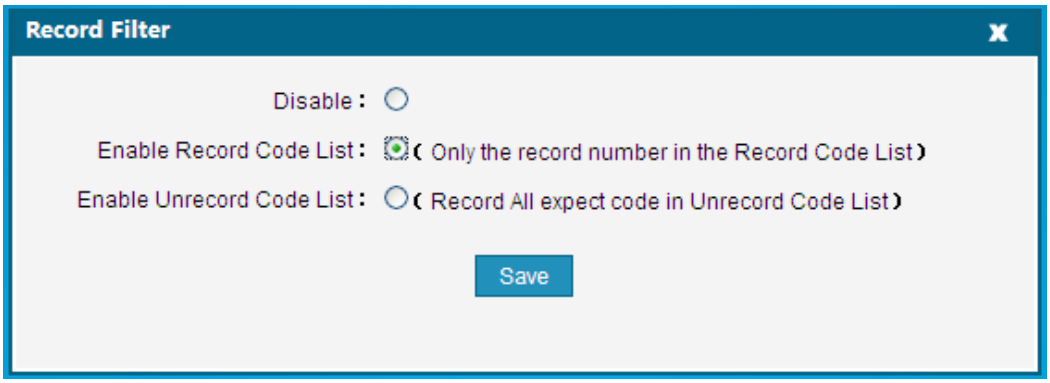
6.2 Recording filter

Filter the recording numbers:

Select white list settings, recording all the numbers in the system.

Select blacklist settings, no recording of any number in the system.

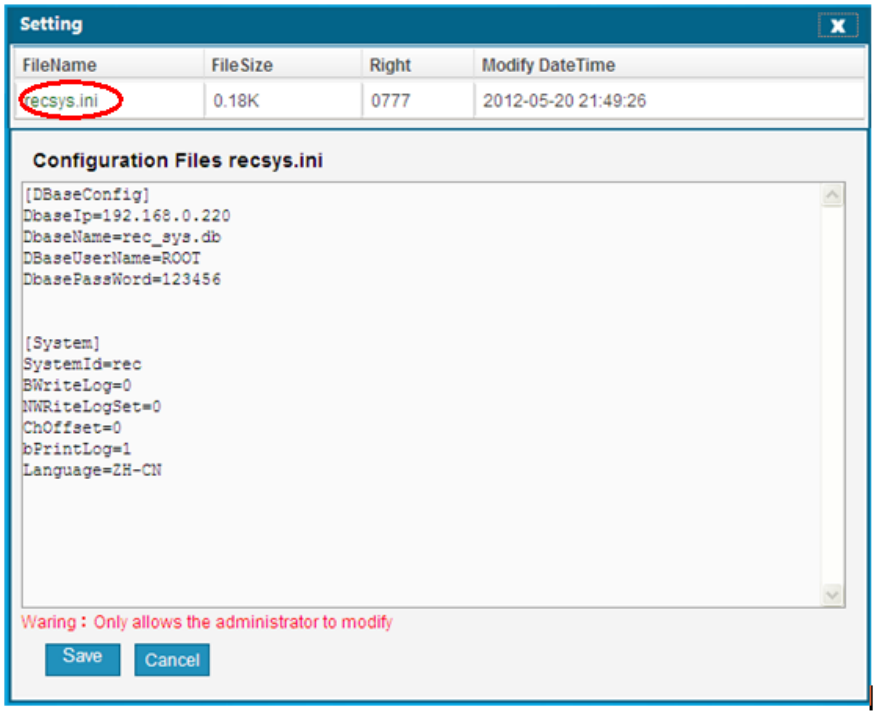
Choose not to enable, not to enable this feature temporarily in the system.



6.3 Advanced Settings

[Advanced Settings] you can configure some of the parameters of the switch.

[WARNING] The non-management or technical personnel do not modify, or there will be unintended consequences.



Chapter 7 Number management

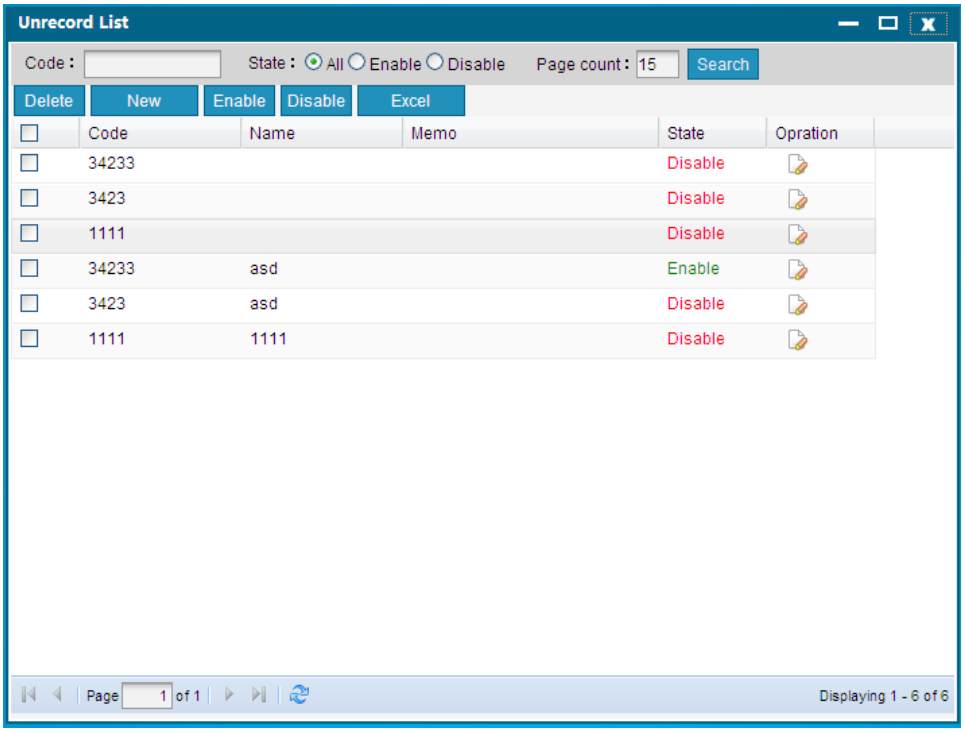
Free recorded list and white list can not be used at the same time in the system; the user must select one in [System Settings]. The system will compare the numbers in [Free recorded list] and [White List] based on the chosen governing rules in [System Settings], and decide whether to record the phone call according to the results.

Note: When the system starts [Free recorded list] according to the setting, and finds it unnecessary to record, the system will not produce sound recordings and audio files.

Free recorded list and white list interface and operation are more similar; please operate according to the screen prompts.

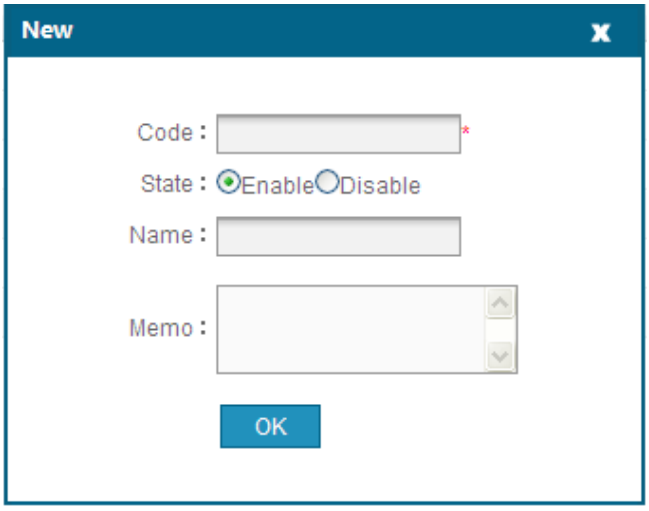
7.1 Free recorded number

When [the other number] is on this list, the system will not be liable for the phone recording.

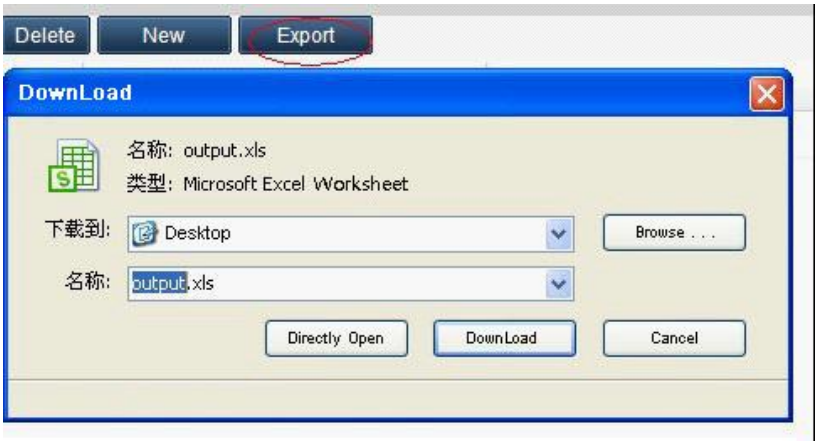


The main operations are divided into the following:

1. The new list: click the new list, the system displays new list interface. Click OK, the list is added to the number management list.



2. Export Excel

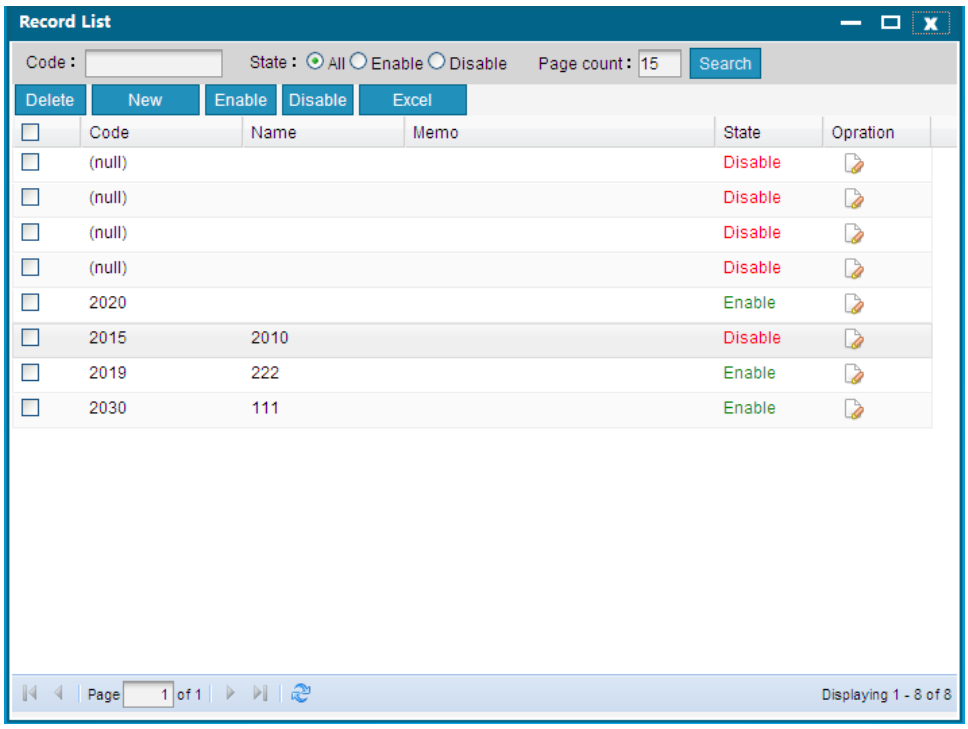


7.2 White list

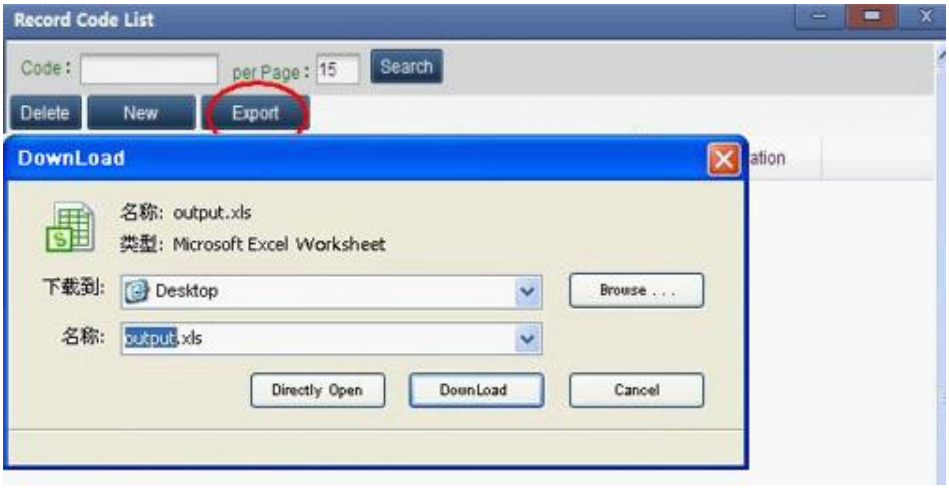
Only when [the other number] is on this list, the system will record this phone.

The main operations are divided into the following:

The new list: click on the new list, the system displays new list interface. Click OK, the list is added to the list of number management.



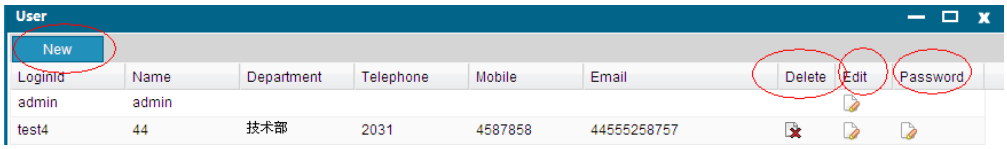
2. Export Excel: Click the Export Excel button



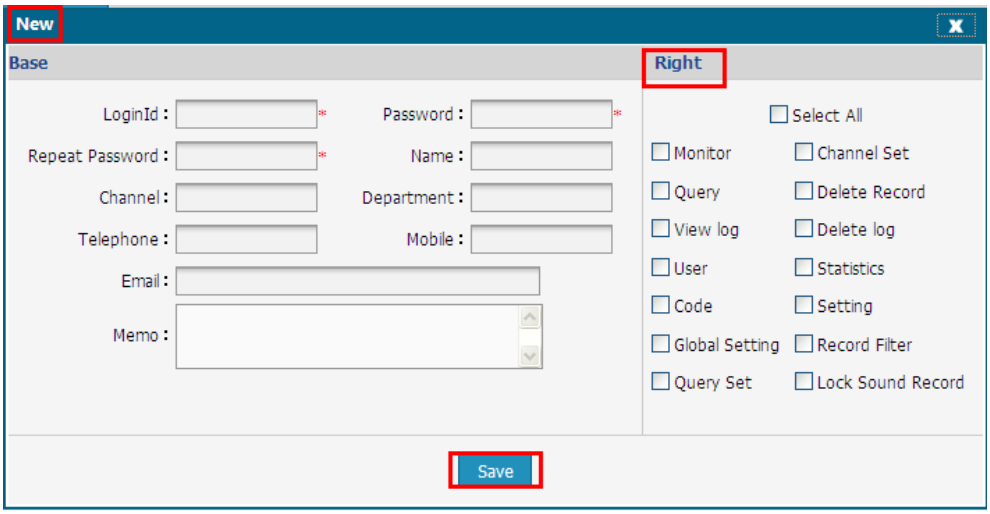
Chapter 8 customer manages

The customer manages to include:The customer manages and modifies a password

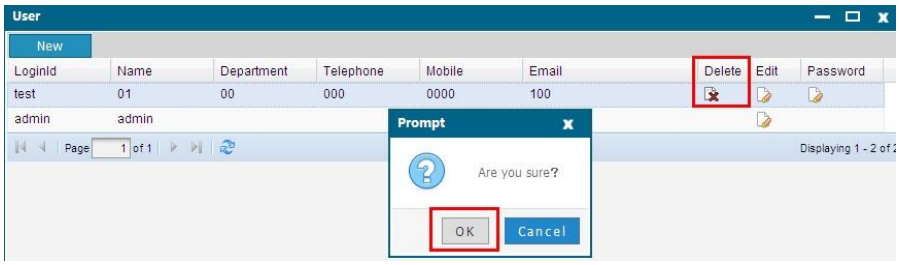
The customer manages to include:Add a customer, delete a customer, edit(modification customer basic information), modification password.(modification log on the password of each member of system)



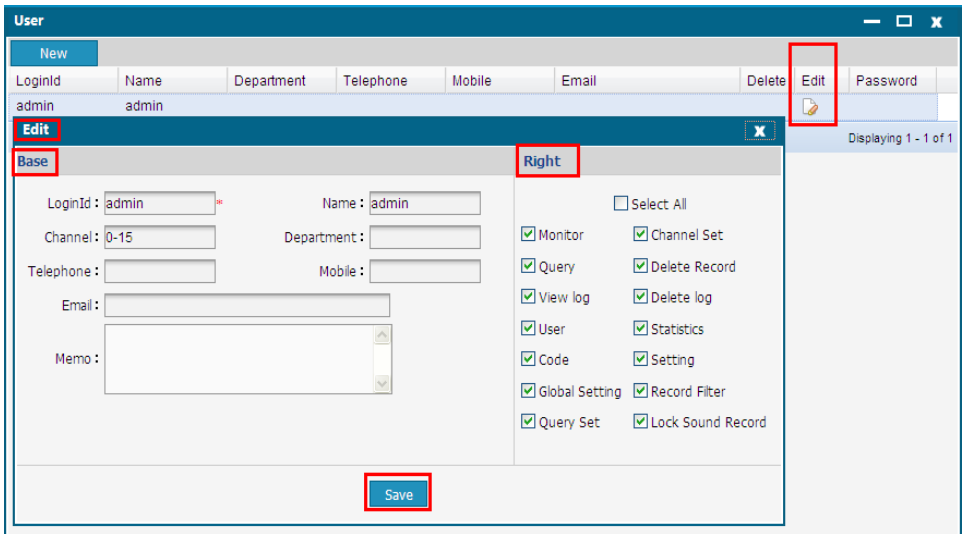
[New user], based on the employee's position, the work need to set basic permissions, privileges include: channel monitoring, channel management, recording check listening to delete the recording, log viewer, log deletion, user management, traffic statistics, number managementsystem upgrades, global parameters, recording filter, advanced settings, restore the factory, the query set, locked recording.



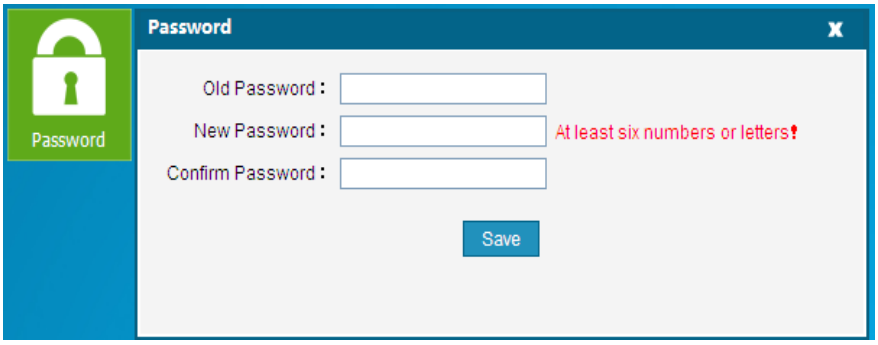
【The delete 】 the user's information, click the delete icon, and on the prompt 】 popup dialog midpoint 【 sure 】, can delete test0 user information.



[Edit] User Information, click Edit under the icon, the user can modify the basic information and permissions, basic information including login name, name, channel, department, phone, mobile phone, E-mail, notes, etc., privileges, including channel monitoring, channel management,listen to recordings investigation, recording deleted, log viewer, log deletion and Numbers (ICANN), traffic statistics, system upgrades, global parameters, recording filter, advanced settings, restore the factory query set, locked recording, click [Save] that modify Success



Order a diagram mark the modification log on the password of system, after modifying, order 【keep 】.

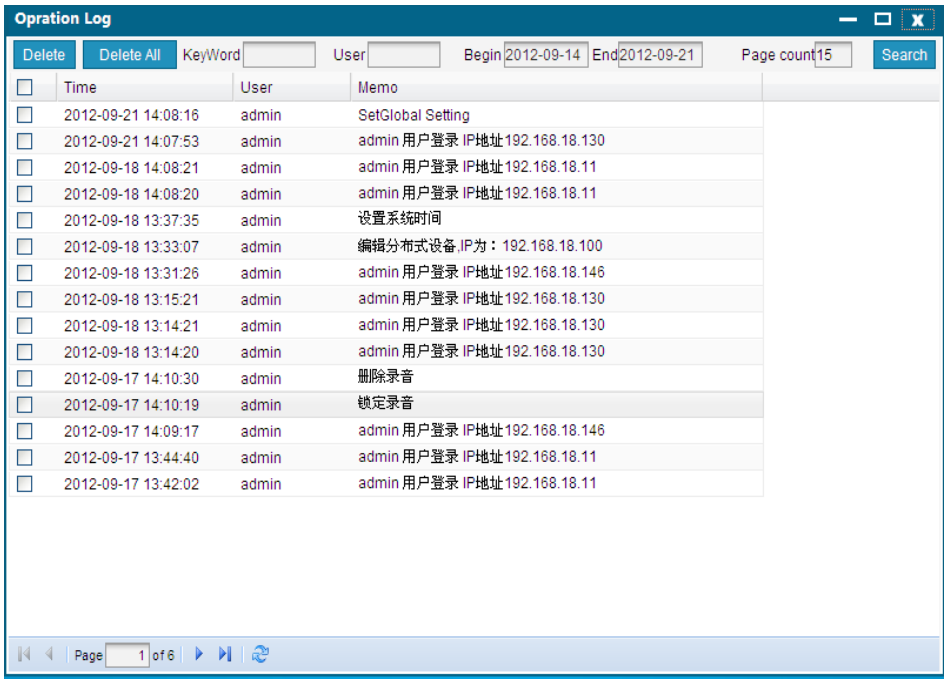


Chapter 9 Log management

Log management consists of four parts: the operation log, log equipment startup log ,file system running log, recording check listen.

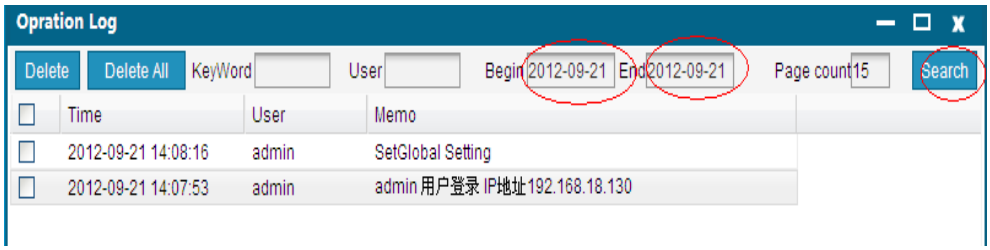
9.1 The log operation

System users record the system operations:



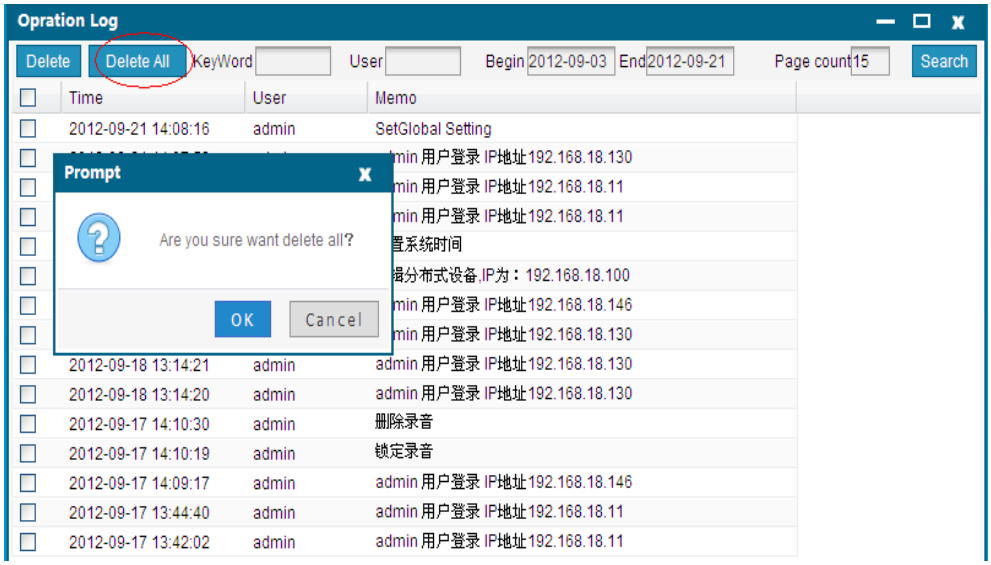
The main operations are divided into the following:

1.Query log: input query, click the Search button, the following list of query record is displayed as shown below



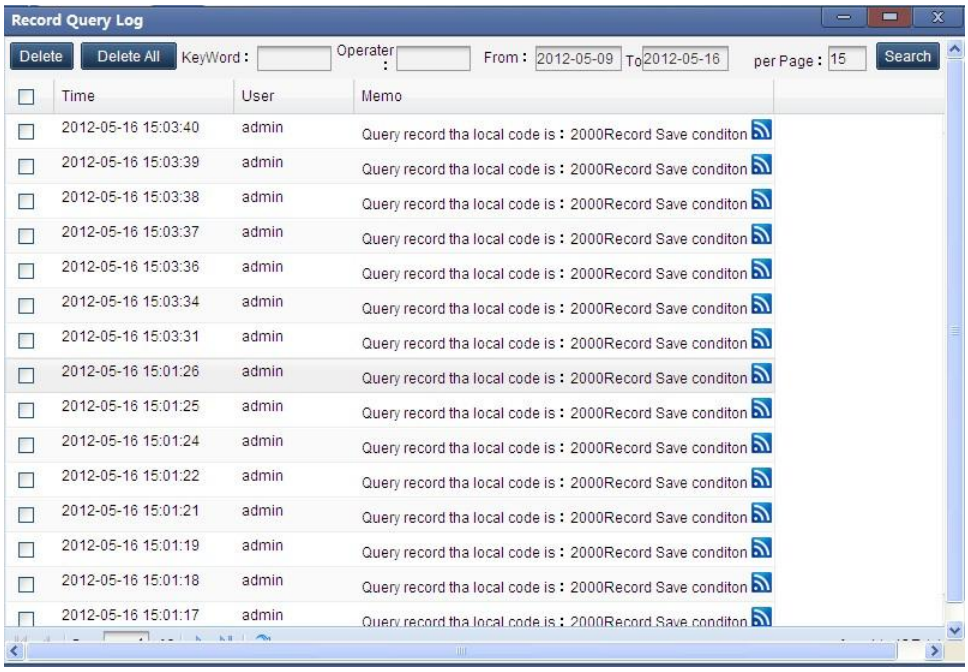
2.Delete the log: Check the record before the check box, click the Delete button, as shown in the following figure.

3. Empty the log: Click to remove all following list records automatically empty.



9.2 The recording checking log

The system user records the system recording checking operations



The main operations are divided into the following

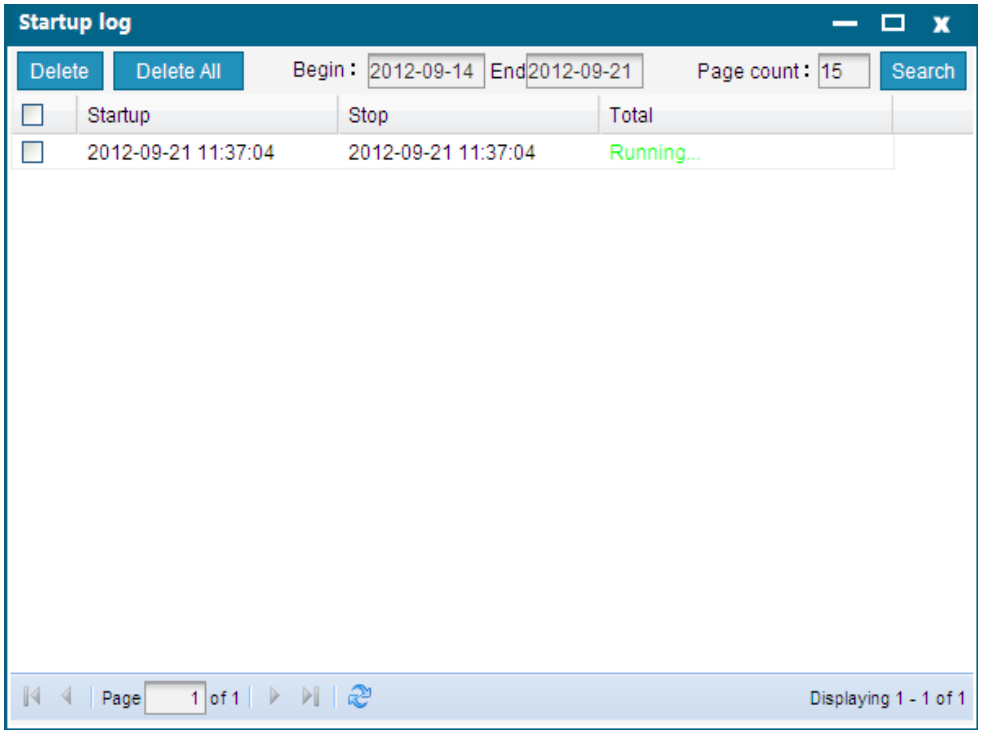
1.Query log: input query, and click the Search button, the following list shows the records inquired,as shown below.

2. Remove log: check the box in front of the record; click the Delete button, as shown below.

3.Clear Log: Click Clear All, the records in the following list will empty automatically.

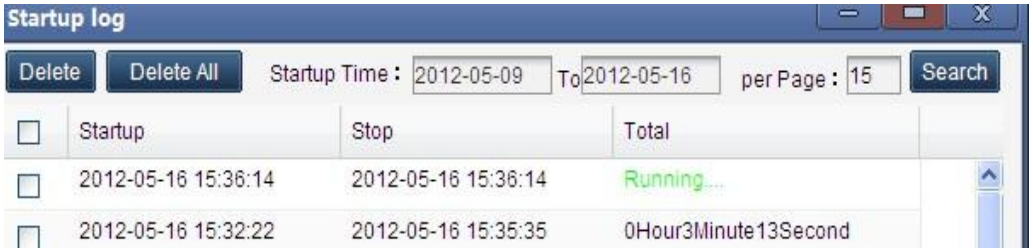
9.3 Device start log

System users record the system start operations:

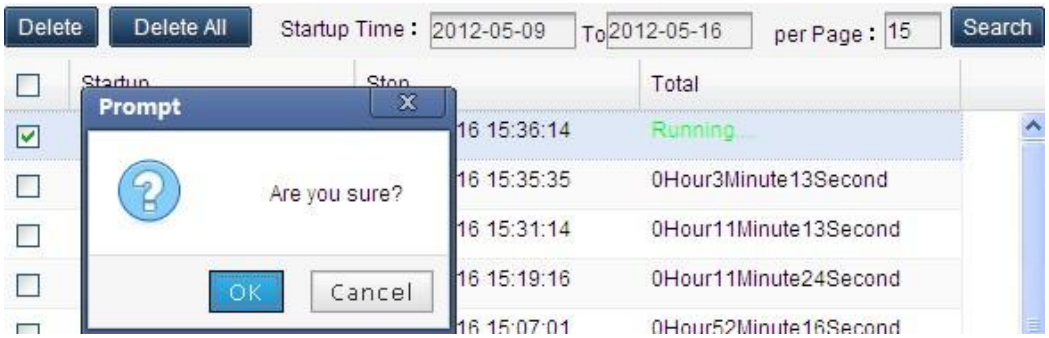


T The main operations are divided into the following:

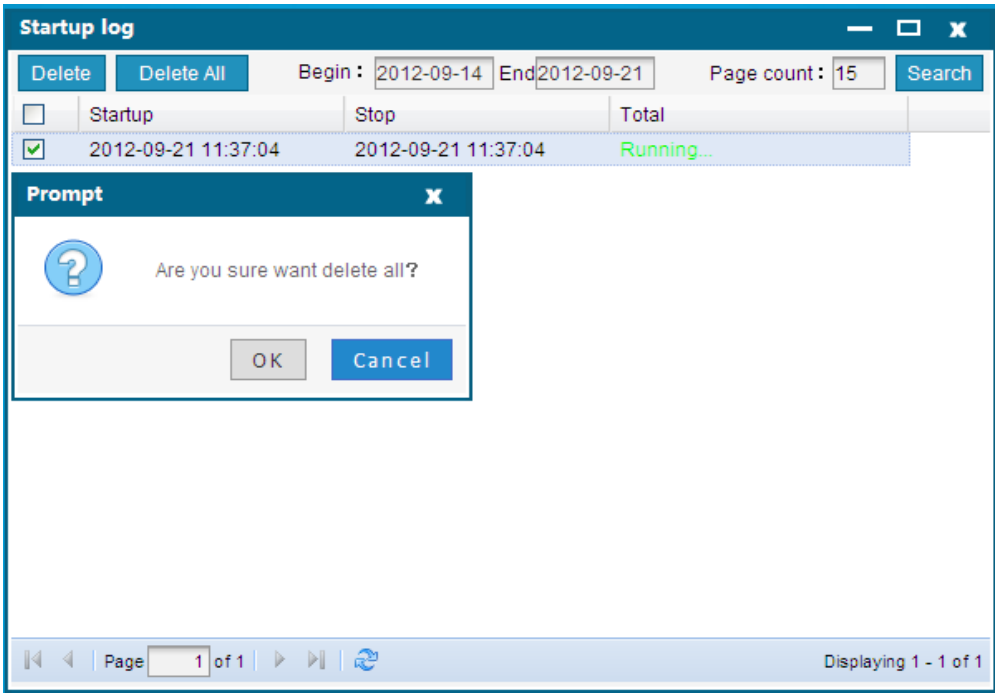
1. Query log: select the date, click on the search button, the following list query record is displayed as shown below.



2. Remove log: check the box in front of the record: click the Delete button, as shown below



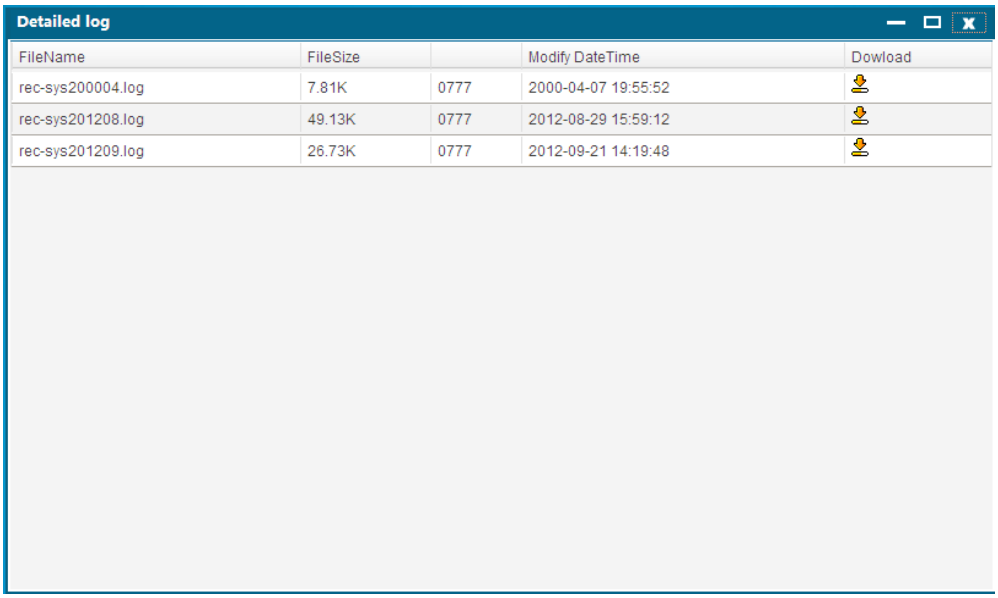
3. Clear Log: Click Clear All, the following list records will empty automatically.



9.4 System running log files

System running log file.

Click download to see if the system is running a detailed log.



Chapter 10 Traffic statistics

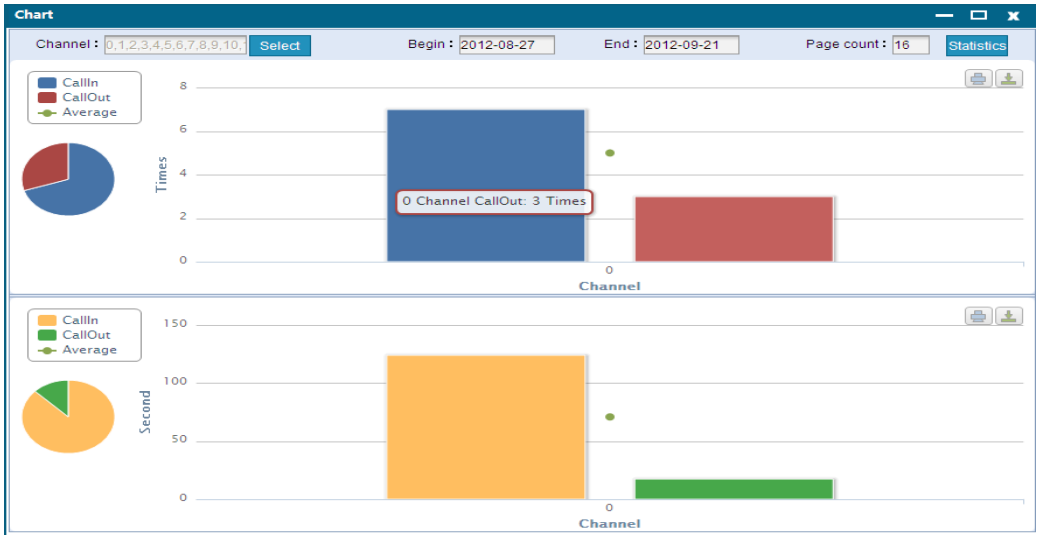
Traffic statistics consists of two parts: Chart statistics and list statistics

10.1 The chart statistics

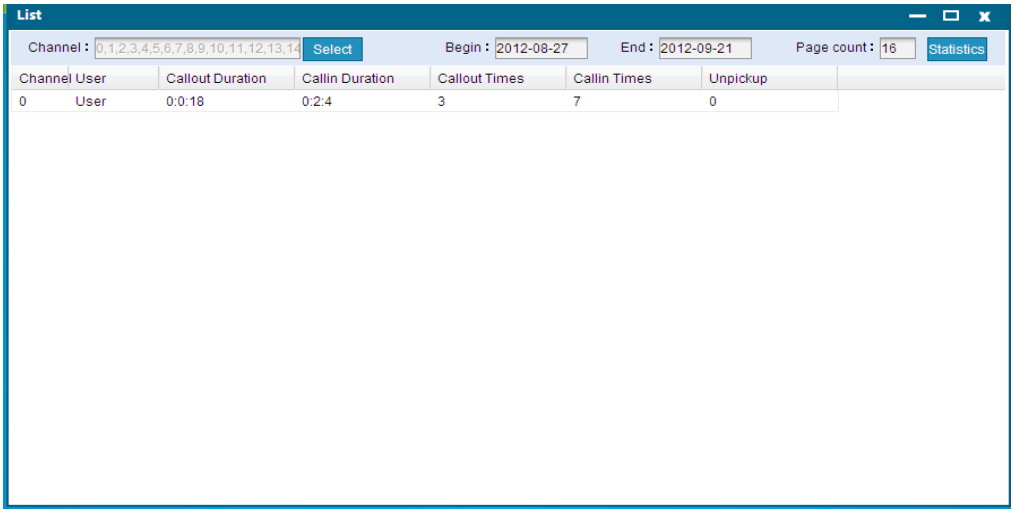
Statistics in the chart in, double click a diagram mark and , look into to all passages to shout go into, exhale and keep view diagram on the average.

Click 【beginning date 】and 【end date 】, look into passage's shouting according to time go into, exhale, average value.

While looking into chart, can choose 【pillar form diagram 】and 【list diagram 】.

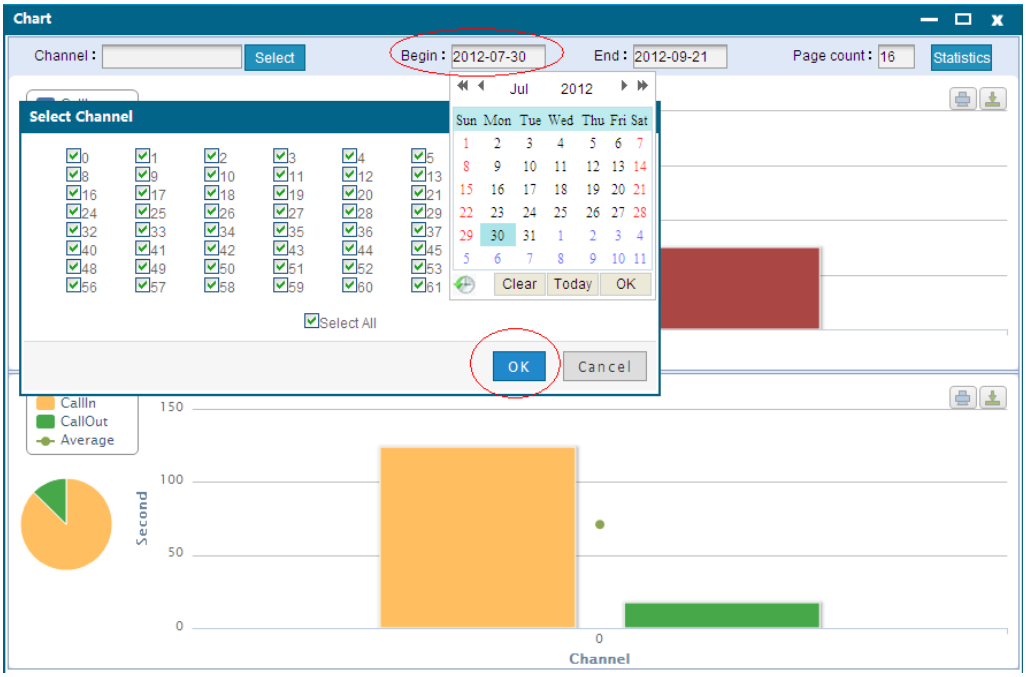


Pillar form diagram



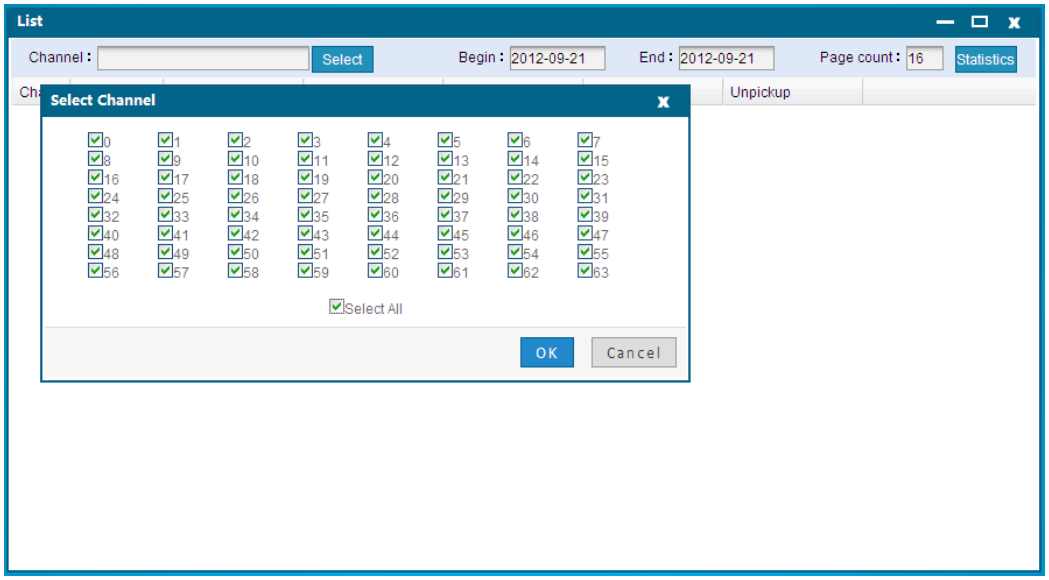
Make a list diagram

Click channel [Select], query inbound, outbound, the average values of single or multiple channels. The following figure is a [0] channel query chart

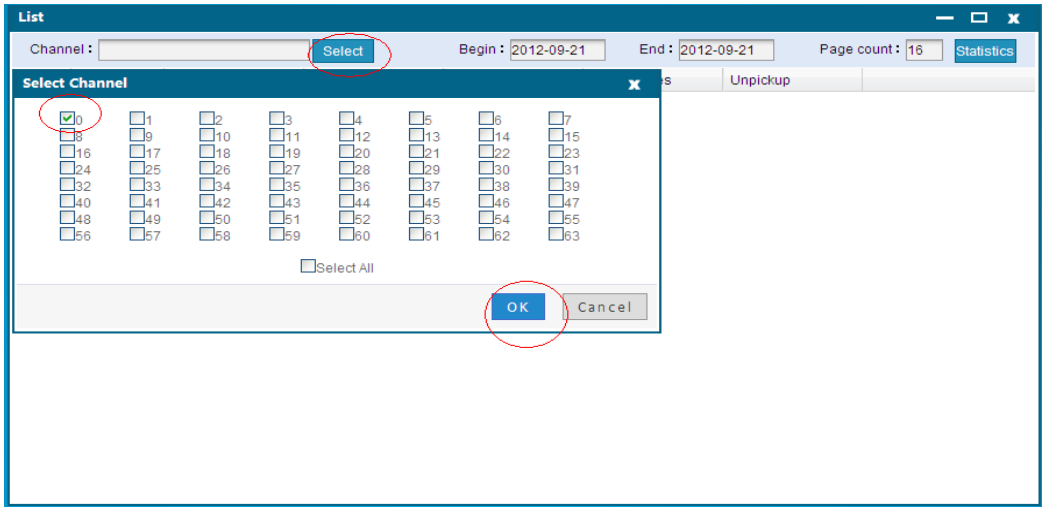


10.2 List statistics

Double-click the [list statistics] icon, all users' call history in this system can be checked, as shown below:



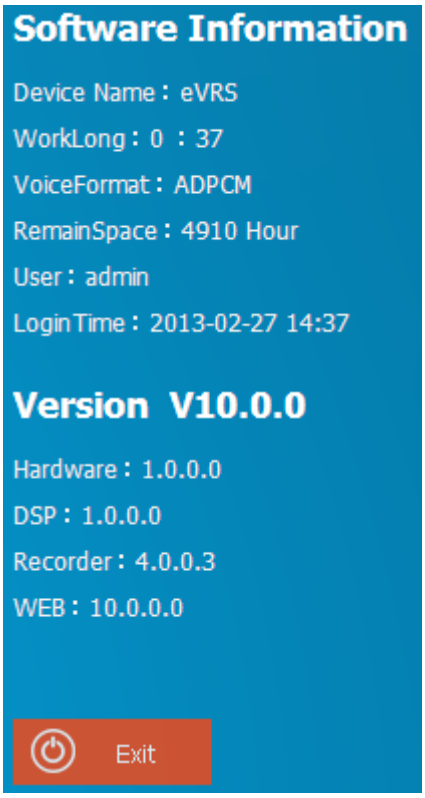
Click channel [select], query calls of single, multiple or all channels, the following is the check of channel [0]



Chapter 11 information column

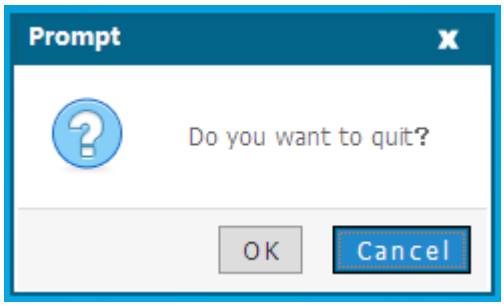
11.1 The information column operates

The information column includes:The equipments information, edition information and safety withdraws three parts and is shown as diagram below



In the equipments information, can look into the equipments name of this system, equipments

IP, current time, have already circulated time, record sound a format and log on informations, such as customer(the customer logs on at present of name) and debarkation time...etc..

The edition information is to carry on looking into to this system related edition.

Click 【the safety withdraw 】, according to bottom diagram of hint, order 【assurance 】, withdraw this system.